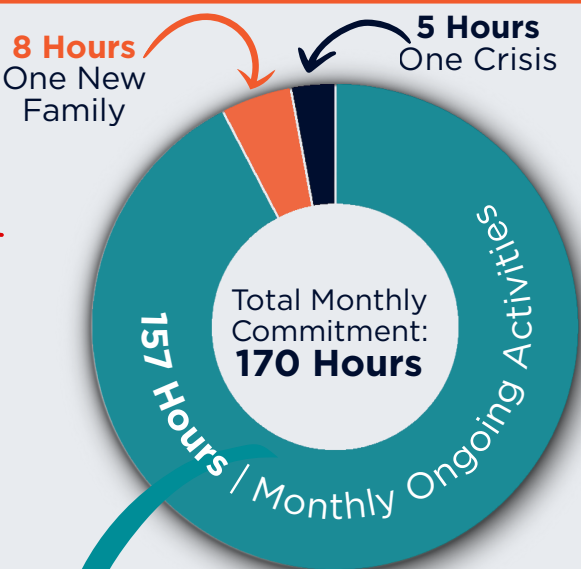


UNDERSTANDING WRAPAROUND Care Coordination Activities

Below is an overview of the typical workload and expectations for one full-time Wraparound care coordinator based on a time study conducted within a state-wide designated care management entity.

STAFF CAPACITY

This workload already exceeds the 160-hour/month limit for a full-time employee working 40 hours per week - Even before accounting for vacations, sick days, or additional crises.



MONTHLY ONGOING ACTIVITIES FOR FAMILIES

Team Meetings, Family Check-Ins, System Meetings | All hours are face-to-face

54 HRS

Planning and Documentation
No face-to-face hours

30 HRS

Coordination and Communication with Team Members | No face-to-face hours

40 HRS

Supervision and Internal Meetings
No Face-to-Face Hours

8 HRS

Drive Time
Travel Time for Face-to-Face Contacts

20 HRS

Total for 10 Families ----- 157 HRS

STAFFING RATIO

STAFF (1) : YOUTH (10)



KEY TAKEAWAY

Coordinators dedicate over **1/3** of their time to direct family or team interaction, ensuring deeper engagement and supports team planning.



NEW FAMILY ENROLLMENT

First 30 Days



Wraparound begins with deep engagement, often across multiple sessions, to build trust and understand the full family context before planning begins.

EVERY CRISIS REQUIRES

WITHIN 24 HOURS

Immediate Crisis Plan Update

Face-to-Face

WITHIN 72 HOURS

Wraparound Team Meeting

Face-to-Face

Paperwork & Team Updates

Not Face-to-Face

Just one crisis can exceed the monthly staff capacity by 10 hours or more!

HOURS REQUIRED FOR A CRISIS

Face-to-Face Hours 3

Total Hours 5